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Survey gives employees the chance to rate employment and customer service issues

By Mike Jennings, CFC Communications

Do you feel that your work makes a positive difference for families? Are you satisfied with the supervision and training you receive? Are you provided the resources you need to do your job well?

Starting next week, all CFC employees will have a chance to rate their jobs in terms of these and other key indicators of employee satisfaction.

Employees will get an e-mail message directing them to a Web site containing a survey form with 11 questions and space for comments. Respondents will also be asked to record their region, gender and race. They may submit the survey anonymously or, if they choose, they may record their names and phone numbers.

The survey is intended to help the Cabinet improve its work environment and customer service. It closely resembles a survey that most employees were asked to complete while the Cabinet was undergoing the region-by-region review that led to national accreditation.

Terry Brogan, branch manager for personnel administration, said the Cabinet will conduct the survey annually "so that we can do a better job of taking care of employees."

If employees report concerns in the comments block, then entering their

names and phone numbers as well "will help us do a better job of resolving issues," Brogan said. But he stressed that entry of identifying information was strictly optional.

Employees may complete and submit the survey electronically, complete it electronically and print it out or print the blank form and fill it out manually. If printed, the form must be mailed to an address that will be listed on the survey Web site.

The survey can be accessed on-line until July 7. Basic survey findings for the Cabinet and each region will be posted on the Cabinet's Web site by Aug. 1.

EAL Bright Idea of the Week

By Anya Armes Weber, CFC Communications

While most Cabinet staff have completed the Everyone a Leader skill-building sessions, we could all use small reminders of the lessons we studied. The "EAL Bright Idea of the Week" features tips that can help us improve our relationships with coworkers and our service to families.

Remember that not everyone has the same behavioral style or communicates in the same way. Don't be offended if a coworker doesn't respond to a question the same way that you would. We have to adapt to different people just as we would unfamiliar work situations.





Escalators nearing repair; new floors to be installed

By Anya Armes Weber, CFC Communications

For staff coping with the building's broken escalators, the wait for their repair may soon be over.

Paul Weber, the new section supervisor for the CHR and nine other buildings, said machinists have told him the needed parts for the down escalator between the first floor and the basement and the up escalator between floors three and four should arrive and be installed this week.

That means all the escalators could be in working order by week's end.

Schindler Elevator Corp. was awarded the building's escalator and elevator repair contract earlier this spring, Weber said.

The building's previous contractor usually had the system's replacement parts on hand, but Schindler is still learning the specifications of the CHR escalator and locating the right parts, Weber said. "It will take them a little while to get up to speed," he said. "Then the escalator shouldn't be down for prolonged periods anymore."

Elevators called safe

Weber said maintenance staff have followed up on complaints that the building's main elevators have been dropping between floors. Inspectors recently checked out the elevators and deemed them safe.

One elevator --P1-- is out of service and will have a new motor installed, Weber said. It should be working again by the end of the week, he said.

Window update

The upgrade of the first-floor windows is almost complete, Weber said. Contractors from Rogers Aluminum and Glass are in the final stages of sealing the glass to prevent water leaks.

This step should be finished in the next week or two, depending on the weather, Weber said.

New floors to be installed

Weber said once the window improvement is complete and staff are certain there is no more leakage, the parquet tiles on the first floor will be removed and replaced with a new flooring called silacal.

Silacal is a low-maintenance material that's good for areas that get a lot of sunlight, or high-traffic areas like restrooms and hallways, Weber said. It doesn't need to be waxed like the current wood floors, just swept and mopped.

Floor work should begin in the next month, Weber said. And staff may expect detours through the basement during the hallway renovation.

Next CFS Forum is Monday



By Anya Armes Weber, CFC Communications

The makeup of the Kentucky family is changing, and Comprehensive Family Services is there to help

when families of all kinds are in need.

The next live discussion on the CFS Forum is Monday, June 16, when staff and community partners will chat about how CFS helps nontraditional families.

Are there legal/guardianship issues that become problems, and how can we alleviate them? How has Kinship Care given new opportunities to kids? How has the role of Child Support staff changed since the inception of CFS?

Log on to <http://cfc.state.ky.us/cfsforum/> at 2 p.m. Eastern time to post your questions and responses.

You must be registered to post a comment, and new users are welcome. Invite your partners in the field and from other agencies to join the conversation.

March of Dimes team sponsors housewares sale

By Anya Armes Weber, CFC Communications

While the 2003 March of Dimes campaign has ended, the Cabinet's fund-raising committee is already beginning work for its 2004 effort.

The team will be selling Home Interiors candles and housewares in the CHR lobby today and Monday, June 16. Stop by and get that belated graduation gift or a present for a summer wedding or birthday. Your purchase will support healthy babies.

Stay tuned to the Pipeline for news about future activities sponsored by the March of Dimes.